

How-To Guide

# PSC eService System

# eService System Overview

- o The eService System was created to streamline the Commission's process of serving Orders to parties of record.
- o Benefits of the System:
  - o Quicker Service/Receipt of Commission Orders
  - o Less of a Burden on Recipients
  - o Minimized Postage Costs

Step by Step  
Instructions

# Registering Your Account

# Registering Your Account

- Go to [www.psc.sc.gov](http://www.psc.sc.gov)
- Under the “Quick Links” find and click “My DMS”

The screenshot shows the official website of the South Carolina Public Service Commission. The header includes the SC.GOV logo, navigation links for Online Services, Agency Listing, and a search bar. The main banner features the commission's seal and name, along with contact information. A navigation menu lists various sections like Home, About Us, and Commissioners. On the left, a 'QUICK LINKS' sidebar contains buttons for Commission Calendar, Agendas, E-Tariff, Docket search, Laws & Guidelines, E-Filing, Complaints, Forms, and 'My DMS' (which is circled in red), and an Archived Case Index. The main content area displays the mission statement, upcoming public hearings (including one on November 4, 2013), and recent news items.

SC.GOV Online Services Agency Listing Search psc.sc.gov Search

**Public Service Commission**  
South Carolina

WWW.PSC.SC.GOV 803-896-5100 CONTACT@PSC.SC.GOV

Home About Us Commissioners Consumer Info Allowable Ex Parte Briefings Publications Other Links Search

Home

**Our Mission:** A Fair, Open, and Efficient Regulatory Process That Promotes Cost-Effective and Reliable Utility Services

**Upcoming PSC Public Night Hearings**

2013-201-WS: Application of Utilities Services of South Carolina, Inc. for Adjustment of Rates and Charges	Columbia, SC November 4, 2013 6:00 PM
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**Attention Transportation Carriers:**  
Please join the Public Service Commission on November 1, 2013 at 10:00 AM for a workshop on the Commission's eService System. More information on how to RSVP for the workshop can be found by clicking the following link:  
[Transportation Workshop Invitation](#)

**QUICK LINKS**

- Commission Calendar
- Commission Agendas
- E-Tariff
- Find a Docket (DMS)
- Laws & Guidelines
- E-Filing
- File a Complaint
- Forms
- My DMS**
- Archived Case Index

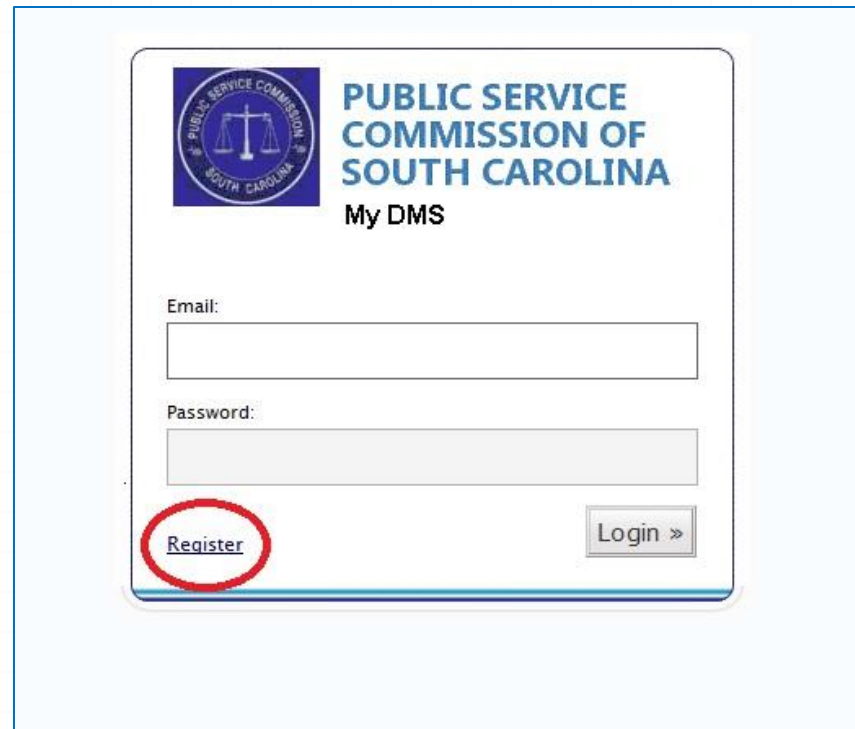
**RECENT NEWS & FILINGS**

**PSC News - June 2013**

- Docket No. 2013-352-E: Joint Petition of Mid-Carolina Electric Cooperative, Inc., Newberry Electric Cooperative, Inc., and South Carolina Electric & Gas Company for the Assignment and Reassignment of Territory in Lexington County and Approval of an Agreement to Limit Corridor Rights
- Notice of Hearing - Docket No. 2013-275-WS: Application of Carolina Water Service, Inc. for Adjustment of Rates and Charges and Modification of Certain Terms and Conditions for the Provision of Water and Sewer Service

# Registering Your Account

- From the My DMS homepage, click “Register”



The screenshot shows the 'My DMS' registration page for the Public Service Commission of South Carolina. The page features the commission's logo, which includes a scale of justice and the text 'PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA'. Below the logo, the text 'My DMS' is displayed. There are two input fields: 'Email:' and 'Password:'. At the bottom left, the 'Register' link is circled in red, and at the bottom right, there is a 'Login »' button.

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA**  
My DMS

Email:

Password:

[Register](#)

# Registering Your Account

- Fill in the required fields
- Click “Register”
- Once you have completed the registration process – the Commission will “activate” your account

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA**  
My DMS

ERROR: Email already exists. Please provide another email.

First Name:  
Afton

Last Name:  
Ellison

Company / Firm Name:  
PSC

Email:  
afton.ellison@psc.sc.gov

Confirm Email:  
afton.ellison@psc.sc.gov

Password:  
•••••

Confirm Password:  
•••••

[Login](#) [Register >](#)



# Registering Your Account

- Once the Commission has activated your account, you will receive an email notification from MyDMS

**MyDMS: Account Activated**

dms@psc.sc.gov

Sent: Thu 10/31/2013 9:42 AM

To: Afton, Ellison

Your MyDMS account is activated. Click the link below to login.

<http://dms.psc.sc.gov/mydms/>

Receipt &  
Confirmation

# eService Steps



# eService Process

- o The Commission will initiate the service of an Order to you on the eService System
- o An email notification will be sent to you

## SCPSC eService Notification For Order# 2013-701

dms@psc.sc.gov

Sent: Thu 10/31/2013 10:13 AM

To: Afton.Ellison

This is an eService notification for Order# 2013-701

Summary: **Order Granting Class C (Charter) Certificate** - Application of Mathes Limousine Service LLC for a Class C (Charter) Certificate of Public Convenience and Necessity for Operation of Motor Vehicle Carrier  
Docket/NDI Number: [2013-349-T](#)

To CONFIRM electronic service of this order [click here](#)

To VIEW the order on the DMS Web Site [click here](#)

Alternately, you may login to MyDMS at <http://dms.psc.sc.gov/mydms/> to view and confirm all eService notifications.

This notification was sent to [afton.ellison@psc.sc.gov](mailto:afton.ellison@psc.sc.gov)

- The Public Service Commission of South Carolina

# Email Notification

- o The email notification will allow two options for confirmation of receipt

## SCPSC eService Notification For Order# 2013-701

dms@psc.sc.gov

Sent: Thu 10/31/2013 10:19 AM

To: Afton.Ellison

This is an eService notification for Order# 2013-701

Summary: **Order Granting Class C (Charter) Certificate** - Application of Mathes Limousine Service LLC for a Class C (Charter) Certificate of Public Convenience and Necessity for Operation of Motor Vehicle Carrier  
Docket/NDI Number: [2013-349-T](#)

To CONFIRM electronic service of this order [click here](#)

**AUTOMATICALLY CONFIRMS RECEIPT**

To VIEW the order on the DMS Web Site [click here](#)

**ALLOWS VIEWING OF ORDER ON DMS**

Alternately, you may login to MyDMS at <http://dms.psc.sc.gov/mydms/> to view and confirm all eService notifications.

This notification was sent to [afton.ellison@psc.sc.gov](mailto:afton.ellison@psc.sc.gov)

**CONFIRMATION VIA ESERVICE SYSTEM**

- The Public Service Commission of South Carolina

# Confirmation via eService System

- Click the link in the email notification, and log in to your My DMS account
- The Order will be available on your homepage

MyDMS Logged in as [afton.ellison@psc.sc.gov](#) [Logout](#)

[eService](#) [My Profile](#)

## EService Requests

Filter Records:  [Filter](#)

### EService Requests

Showing 1 to 1 of 1

Notification Type	Matter ID / Order #	Status / Confirmed On	Action
Order	<a href="#">2013-701</a>	sent	<a href="#">Confirm Now</a>

[MyDMS 1.0](#)  
[Support](#) | [Feature Request](#)

This Link will take you to the Order.

This link will confirm your receipt of the Order.

# Confirmation via eService System

- Once you have confirmed receipt of an Order, the system will notify you

The screenshot displays the 'MyDMS' web interface. At the top, a blue header bar contains the 'MyDMS' logo on the left and the text 'Logged in as afton.ellison@psc.sc.gov [Logout]' on the right. Below the header, a light blue navigation bar shows 'eService' and 'My Profile' links. The main content area is titled 'EService Requests' and includes a 'Filter Records:' dropdown menu and a 'Filter' button. Below this, the section 'EService Requests' shows 'Showing 1 to 1 of 1' records. A table with three columns is displayed: 'Notification Type', 'Matter ID / Order #', and 'Status / Confirmed On'. The first row shows 'Order' as the notification type, '2013-701' as the matter ID, and 'confirmed' as the status, with a timestamp '10/31/13 10:22 AM by afton.ellison@psc.sc.gov'. The 'Status / Confirmed On' column header and its corresponding data are circled in red. At the bottom of the page, there are links for 'MyDMS 1.0', 'Support', and 'Feature Request'. A red text message at the bottom right states: 'Once you have confirmed receipt of an order, you will be taken to this page.'

MyDMS

Logged in as afton.ellison@psc.sc.gov [Logout]

eService My Profile

### EService Requests

Filter Records:  Filter

#### EService Requests

Showing 1 to 1 of 1

Notification Type	Matter ID / Order #	Status / Confirmed On
Order	<a href="#">2013-701</a>	confirmed 10/31/13 10:22 AM by afton.ellison@psc.sc.gov

MyDMS 1.0  
[Support](#) | [Feature Request](#)

Once you have confirmed receipt of an order, you will be taken to this page.

# Confirmation via eService System

- o The Commission will receive confirmation that the Order has been received by you

EService Requests				
Search Records: <input type="text"/> <input type="button" value="Search"/>				
Matter ID, Order #, User Email or Status are accepted.				
EService Requests				
Showing 1 to 25 of 2240				
<div>Back Page 1 of 90 Next</div>				
Notification Type	Matter ID / Order #	User Email	Last Email Sent	Status / Action
Order	2013-701	afton.ellison@psc.sc.gov	10/31/13 10:18AM	Confirmed 10/31/13 10:22 AM by afton.ellison@psc.sc.gov <a href="#">Remove</a>
Order	2013-579			<div>new <input type="button" value="Update"/> *</div> <a href="#">Remove</a>
Order	2013-579			<div>new <input type="button" value="Update"/> *</div> <a href="#">Remove</a>
Order	2013-579			<div>new <input type="button" value="Update"/> *</div> <a href="#">Remove</a>
Order	2013-774		10/31/13 8:00AM	<div>sent2 <input type="button" value="Update"/> *</div> <a href="#">Remove</a>

Thank you

If you have any questions  
regarding the information  
contained in this guide, please  
do not hesitate to contact the  
PSC at:

[contact@psc.sc.gov](mailto:contact@psc.sc.gov)

(803) 896-5100